NEBRASKA INFORMATION TECHNOLOGY COMMISSION
Tuesday, September 18, 2007, 9:00 a.m.
State Capitol, Room 1524
14th & K Streets, Lincoln, Nebraska
PROPOSED MINUTES

MEMBERS PRESENT:
    Lieutenant Governor Rick Sheehy, Chair
    Linda Aerni, Chief Executive Officer, Community Internet Systems
    Pat Flanagan, Information Services Manager, Mutual of Omaha
    Lance Hedquist, City Administrator, South Sioux City
    Dr. Dan Hoesing, Superintendent, Laurel-Concord, Coleridge, Wynott & Newcastle Public
    Schools
    Mike Huggenberger, Director-Netlink, Great Plains Communications
    Dr. Doug Kristensen, Chancellor, University of Nebraska-Kearney
    Dr. Janie Park, President, Chadron State College
    Trev Peterson, Attorney, Knudsen, Berkheimer, Richardson, and Endacott, LLP

CALL TO ORDER, ROLL CALL, NOTICE OF MEETING, & OPEN MEETINGS ACT INFORMATION

Lieutenant Governor Sheehy called the meeting to order at 9:00 a.m. There were eight voting commissioners present at the time of roll call. A quorum was present to conduct official business. It was stated that the meeting notice and agenda were posted to the NITC website and the Public Meeting Calendar website on September 12, 2007. A copy of the Nebraska Open Meetings Act information was available on the table next to the east entry door.

APPROVAL OF JUNE 27, 2007 MINUTES

Commissioner Flanagan moved to approve the June 27, 2007 minutes as presented. Commissioner Hedquist seconded. Roll call vote: Flanagan-Yes, Hedquist-Yes, Hoesing-Yes, Huggenberger-Yes, Kristensen-Yes, Park-Yes, Peterson-Yes, and Sheehy-Yes. Results: Yes-8, No-0. Motion carried.

PUBLIC COMMENT

There was no public comment.

OFFICE OF THE CIO PROJECT UPDATES
Brenda Decker, Chief Information Officer

LB 1208 Implementation. Phase I to convert Northeast Nebraska schools has been completed. Schools were operational for the first week of school. There were some small issues but these are being addressed. The scheduling system is working. Discussions regarding postalized rates for schools are continuing. Phase II RFP preparation is underway and the State has collected the Letters of Agency from all Phase II schools. The RFP will be released within the next 30-45 days. Phase II will cover approximately 2/3 of the State's area, the State hopes to obtain better pricing than in Phase I. Commissioner Hoesing stated that his school district has 57 classes a day serving 860 distance learning students. There are 27 students enrolled in 179 college credit hours. LB 1208 has resulted in significant cost savings for his district. On September 26, ESU 2 in Fremont is hosting a celebration and media event to recognize Phase I completion. Staff will send an invitation to the commissioners.

Commissioner Aerni arrived at the meeting.

Public Safety Wireless Update. The Legislature has funded the project that would provide interoperability for public safety radios across the State of Nebraska. An RFI has been released asking vendors how they would provide this service to the State. The deadline for submitting a response to the RFI is October 10. Vendors may be asked to provide demonstrations. Plans are to release an RFP in late January or early February 2008. Nebraska's approach is to build a "system of systems" that will give local communities individual options and the ability to be part of the larger system. Nebraska has established 13 regions. Regional systems have been funded through federal homeland security dollars. Some of the entities that the Office of the CIO has been working with include public safety, state and local law enforcement entities, and public power districts. Discussions have begun to include Federal agencies into the system.

Microsoft Exchange Conversion. The Microsoft Exchange team has been established. Several CIO staff members are team members. The Office of the CIO will be the first to convert in October. The succession of customers will be as follows: Department of Revenue and Taxation, Department of Labor, the Governor's Office, the Lt. Governor's Office, and then the Policy Research Office. By the end of December, 2000 users are scheduled to be converted. The Office of the CIO has also been in discussions with Chadron State College as to options for developing an additional site for Western Nebraska.

INFORMATIONAL UPDATES

NITC Joint Briefing, November 9, 2007. Lieutenant Governor Sheehy and Brenda Decker have been invited to provide a briefing to the Transportation and Telecommunications Committee and the Appropriations Committee. All commissioners will be invited to attend.

Office of the Chief Information Officer Annual Report and Roadmap. Copies were distributed to Commissioners.

Statewide Technology Plan Revision. Lieutenant Governor Sheehy alerted the commissioners that at the November meeting the Statewide Technology Plan will be an action item. The Commission will need to review the eight NITC Strategic Initiatives and determine if changes are needed.

Lieutenant Governor Sheehy commended Brenda Decker for being recognized by *Government Technology* magazine as one of Government's Five Most Influential Women CIOs.

REPORTS - COMMUNITY COUNCIL REPORT
Anne Byers, Community I.T. Manager

At the last NITC meeting, 10 new Community Council members were approved. The council has been re-examining the council's vision, mission, and responsibilities.

Community Council Charter. The membership section of the charter was updated, removing telehealth as a membership category. The mission and responsibilities were also updated. Most of the revisions to the mission and responsibilities involved changes of wording. There were no other major revisions to the council charter. Last week, the council met to discuss the council's goals and will present new goals to the NITC at the November meeting.

Commissioner Peterson moved to approve the Community Council Charter. Commissioner Kristensen seconded. Roll call vote: Sheehy-Yes, Peterson-Yes, Park-Yes, Flanagan-Yes, Kristensen-Yes, Huggenberger-Yes, Hoesing-Yes, Hedquist-Yes, and Aerni-Yes. Results: Yes-9, No-0. Motion carried.

Podcasting Across Nebraska Update and *Website.* There have been 25 podcasts developed by 4 different communities. South Sioux City has had lots of interest from other city departments to do podcasts. The Community Council decided not to fund a second year until they've established their goals and

responsibilities. Ms. Byers is working with the University of Nebraska Extension and the Department of Economic Development to expand the scope of the program to include other new technologies. The Commissioners were interested in the number of user sessions generated by the podcast projects.

REPORT - EHEALTH COUNCIL
Kim Galt, Co-Chair

HISPC Final Report ([Summary](#) *|* [Complete Report](#)*)*: Lt. Governor Sheehy organized the Nebraska HISPC Committee to respond to an RFP. Thirty-three (33) states were funded but Nebraska was not one of them. Although Nebraska did not receive any federal funding to organize a committee, there were state and private entities that volunteered their time towards this effort. Creighton University and the Office of Rural Health jointly funded research studies for the State of Nebraska. Surveys were conducted of three stakeholder groups in Nebraska: 1) health, licensure, certification and facilities oversight board managers, 2) health professional organizations leadership, and 3) consumers. These surveys assessed stakeholder security and privacy issues as they relate to stakeholder knowledge and perception about health information exchange, technology, and quality and safety of patient care. The following recommendations were submitted by the committee:

- Nebraska Department of Health and Human Services should develop a process for obtaining timely and up to date technical information on health information and interoperability and disseminating this to health/ licensure/certification board managers and their members.
- Nebraska Department of Health and Human Services should charge managers to facilitate the boards to address how current and future rules and regulations affect and are affected by the advancement of health information exchange and interoperability.
- The e-Health Council should engage all health professional associations involved in health care delivery and services to assist in present and future efforts to design, implement and educate key stakeholders in the health professions, health education and health organizations about the sharing of health information, and the related security and privacy issues as these processes unfold.
- The eHealth Council should engage consumers to assist in present and future efforts to design, implement and educate other consumers and key stakeholders in the health professions, health education and health organizations about the sharing of health information, and the related security and privacy issues as these processes unfold.
- The e-Health Council should study the issues identified and described in the background information of this report and recommend a sustainable action plan developed to facilitate progress in assuring privacy and security protections of the individual while progressing in health information exchange.
- The e-Health Council should explore the development of a sustainable system for monitoring our progress in studying and addressing the security and privacy issues within the State of Nebraska. An in-depth study of existing laws and regulations, with guidance from representatives from health professions, health educators and health organizations is needed to develop solutions on how to overcome these barriers.
- The Department of Health and Human Services should pursue further research in the area of how to obtain needed technical information and employ effective processes of applying this information to assist health boards and facility boards with the ongoing process of staying current in and facilitating adoption of future rules and regulations that advance secure, private health information and interoperability approaches.
- Further research should be conducted by professional organizations about the on-going impact of health information and exchange and interoperability on provider and patient security and privacy issues.
- Further research should be conducted to better understand consumer viewpoints and needs.

Lieutenant Governor Sheehy thanked Dr. Galt and the committee for their work and efforts with health information exchange. Nebraska is further ahead than many of the states that received funding for this initiative.

Dr. Galt then gave a brief update on the eHealth Council. The eHealth Council has held two meetings. The first meeting was an organizational meeting. The following meeting focused on learning about Nebraska's eHealth initiatives. The Council established a HISPC Continuation Work Group. The former members of the HISPC Committee will be invited to be part of this work group.

REPORT - EDUCATION COUNCIL
Tom Rolfes, Education I.T. Manager

The July 21 meeting was cancelled. The September 21 meeting has been postponed until September 28th. For the Council report, Mr. Rolfes wanted to highlight accomplishments of LB 1208.

Phase I Highlights:
- Three major RFPs were developed and bid during Phase 1 of the project.
    - Statewide Clearinghouse and Scheduling Software to Qwest/Renovo
    - WAN/Internet/Edge Devices to Qwest/Windstream and MSI of Omaha
    - Videoconferencing equipment to Call One, Inc. and Cytek
- Before the first day of school, 87 High school districts, 5 ESUs, Northeast Community College, and Wayne State College were all converted to Network Nebraska at 40Mbps or higher by August 10, 2007.
    - Of the 87 high school districts, four new public high school buildings and one parochial high school were trenched with fiber optic cable for the first time.
    - Northeast Community College established three new high-bandwidth connections to their satellite education centers at West Point, O'Neill and South Sioux City.
    - Wayne State College increased their bandwidth from 45Mbps to 100Mbps.
- Windstream was awarded the 14 southernmost sites and Qwest was awarded the other 86 sites, working in cooperation with 8 independent companies.
- All videoconferencing equipment is now meeting state standards of H.264/G.722 over IP communication protocol.
- The Northeast Nebraska Network Consortium, composed of ESUs 1, 2, 7, 8, and 17 are aggregating their Internet access purchase off of the State procurement contract and have tripled their bandwidth from 40 mbps to 120 mbps.
- A regional trouble-ticketing software and helpdesk system is being piloted in the northeast region this year which will allow escalation and routing of trouble tickets so that ESU and college staff can handle potential problems more efficiently.

Phase II Developments
- One participant meeting was held in North Platte on August 21.
- One provider meeting was held in Lincoln on August 31.
- As of this date, all 131 K-12 sites have responded with signed Letters of Agency allowing the CIO to bid for services on their behalf.
- All three community colleges and Chadron State College are "on board".
- The prospective RFP release date is October 10, 2007.

REPORT - STATE GOVERNMENT COUNCIL
Rick Becker, Government I.T. Manager

The State Government Council has held two meetings since the last NITC meeting. Meetings focused on the review and discussion of standards and guidelines. In addition, informational sessions were held for interested agency staff or anyone who had questions on these standards.

REPORT - TECHNICAL PANEL
Walter Weir, Chair

Mr. Weir also commended Ms. Decker on her recognition and commented on the level of cooperation that continues between the State and the University related to IT. The Technical Panel has met twice since the last NITC meeting. The panel has four standards and guidelines to recommend to the NITC. All standards and guidelines have been posted for the 30-day public comment period.

STANDARDS & GUIDELINES – INFORMATION SECURITY POLICY. The purpose of this Information Security Policy is to provide a uniform set of reasonable and appropriate security safeguards for protection of the confidentiality, integrity, availability and privacy of State of Nebraska information collected, stored, and used to serve the citizens of the State of Nebraska. This Information Security Policy contains the minimum safeguards, responsibilities and acceptable behaviors required to establish and maintain a secure environment. The Information Security Policy is based upon the ISO 27002 standard framework and is designed to comply with applicable laws and regulations; including the Records Management Act (Neb. Rev. Stat. § 84-1201 - 1227), however, if there is a conflict, applicable laws and regulations take precedence. The primary objectives are to:
- effectively manage the risk of exposure or compromise to State resources;
- communicate the responsibilities for the protection of information;
- establish a secure, resilient processing environment;
- provide security controls for internally developed software to protect unauthorized access, tampering, or programming errors;
- provide a formal incident management process; and
- promote and increase the awareness of information security.

Commissioner Flanagan wanted to recognize Steve Hartman and the Technical Panel Security Architecture Work Group for their effort in developing the standards. It is a good example of collaboration and represents the beginning of a comprehensive plan. Commissioner Aerni recommended adding definitions for VPN and NIC Card in the glossary.

Commissioner Peterson moved to approve the [Information Security Policy](). Commissioner Park seconded. Roll call vote: Aerni-Yes, Sheehy-Yes, Flanagan-Yes, Peterson-Yes, Hedquist-Yes, Park-Yes, Hoesing-Yes, Kristensen-Yes, and Huggenberger-Yes. Results: Yes-9, No-0. Motion carried.

STANDARDS & GUIDELINES – DATA SECURITY STANDARD. In the normal course of business operations information is gathered, stored and transmitted in electronic form. It is the objective of this policy to provide safeguards to protect that information. Common methods of protecting information include, but are not limited to:
- Staff education
- Restricted data access and usage
- Administrative policies and procedures
- Data encryption
- Network encryption
- Account authorization
- Strong passwords
- Biometric authentication
- Physical security
- Network Firewalls
- Server hardening

It was commented that the document is a good start to providing accountability for data security.

Commissioner Peterson moved to approve the <u>Data Security Standard</u>. Commissioner Hoesing seconded. Roll call vote: Huggenberger-Yes, Kristensen-Yes, Park-Yes, Peterson-Yes, Sheehy-Yes, Aerni-Yes, Flanagan-Yes, Hedquist-Yes, and Hoesing-Yes. Results: Yes-9, No-0. Motion carried.

STANDARDS & GUIDELINES – PASSWORD STANDARD. Passwords are used to authenticate a unique User ID to a variety of State of Nebraska resources. Some of the more common uses include: user accounts, web accounts, email accounts. The following are the minimum password requirements for State of Nebraska passwords:
- Must contain at least eight (8) characters
  o Must not repeat any character sequentially more than two (2) times
- Must contain at least three (3) of the following four (4):
  o At least one (1) uppercase character
  o At least one (1) lowercase character
  o At least one (1) numeric character
  o At least one (1) symbol
- Must change at least every 90 days
- Cannot repeat any of the passwords used during the previous 365 days.

The work group was commended for dealing with two cultural issues of password and data security.

The State Government Council requested that the NITC be made aware that some agencies had concerns and issues with the password standard. Mr. Hartman stated these concerns were in regard to private citizen passwords and e-Government services. Commissioners acknowledged this issue as well. If agencies can show a business case for non-compliance, there is an exemption process. The process is documented in all the NITC standards and guidelines.

Commissioner Hoesing moved to approve the <u>Password Standard</u>. Commissioner Flanagan seconded. Roll call vote: Sheehy-Yes, Peterson-Yes, Park-Yes, Flanagan-Yes, Kristensen-Yes, Huggenberger-Yes, Hoesing-Yes, Hedquist-Yes, and Aerni-Yes. Results: Yes-9, No-0. Motion carried.

STANDARDS & GUIDELINES – EMAIL POLICY FOR STATE GOVERNMENT AGENCIES. The purpose of this policy is to provide a single email system for all state government agency workers.

The State Government Council recommended that this be a policy rather than a standard.

Commissioner Peterson moved to approve the <u>Email Policy for State Government Agencies</u>. Commissioner Hoesing seconded. Roll call vote: Hoesing-Yes, Huggenberger-Yes, Hedquist-Yes, Kristensen-Yes, Flanagan-Yes, Park-Yes, Aerni-Yes, Peterson-Yes, and Sheehy-Yes. Results: Yes-9, No-0. Motion carried.

Mr. Weir gave reports on five projects which were reviewed by the NITC.

PROJECT REVIEW REPORTS - RETIREMENT SYSTEMS. The first Steering Committee meeting was held on September 12, 2007. The equipment that will be utilized for system testing and user acceptance testing will be installed at the NPERS office location. When the new space at the Office of the CIO is available for client hardware hosting, some of the equipment will be located there for a "proof of concept" process. This will validate response performance, backup processes, client accessibility, etc. An arrangement for office furniture for the project team is being pursued this week. The Quality Assurance (QA) function will be provided by the University Office of the CIO through the State Office of the CIO. The QA team (Kimberly Harper and Joshua Mauk) have added a third member, who will perform the

majority of QA detail activities. Skip Philson, who was the designated State Project Manager for this project, retired from State employment effective September 6, 2007. Robin Goracke, a contractor who has had a professional relationship with the State, will replace Mr. Philson on the project. Requirements Validation for the financial and employer reporting functions (Phase I) began this week. Two JAVA programmers from the Office of the CIO have been designated for the project. They will be attending the Requirements Validation sessions.

Ms. Decker stated that when this project was originally funded, the NITC had just been formed and there were no processes in place. Since then, there is a mechanism in place through the I.T. budget request process, as well as the Legislature's recommendations that the NITC receive updates on enterprise projects.

PROJECT REVIEW REPORTS - HEALTH AND HUMAN SERVICES - MEDICAID MANAGEMENT INFORMATION SYSTEM (MMIS). The agency has been dealing with two issues: outdated technology and an older inflexible design that will not meet future needs. The current system is very complex and will be costly to maintain. The system is over 30 years old and is used to pay all of the State's Medicaid claims and does reporting functions as well. An RFP for a new system was released. Three bids were submitted and are being evaluated. The agency is looking at the Gold's Building for the project's office space. It is estimated that the project duration will be two to two and a half years. The steering committee for the project consists of representatives of the Office of the CIO, Budget Office, and Department of Health and Human Services directors. The Steering Committee will make all executive decisions. The project is funded primarily with federal dollars. The overall budget identified by the Governor is $50 million. The State's contribution is approximately $7.5 million. The anticipated award date is January 2008. Currently, an RFP is being drafted for project management services.

PROJECT REVIEW REPORTS - HEALTH AND HUMAN SERVICES - LABORATORY INFORMATION MANAGEMENT SYSTEM (LIMS). The State of Nebraska runs a laboratory system used to test water and air quality. The challenge has been the interface of the laboratory equipment with the computer system used for reporting functions. The primary customers are cities and municipalities. The Department of Health and Human Services worked with the Office of the CIO to release an RFP to build the interfaces. Five bids were submitted and are currently being reviewed and evaluated. The tentative award date is October 31, 2007. The approximate cost of the project is $200,000-$500,000. The staff member most familiar with this project has left the State of Nebraska which has caused a reorganization of staff.

PROJECT REVIEW REPORTS - NEBRASKA STATE COLLEGE SYSTEM-STUDENT INFORMATION ADMINISTRATIVE SYSTEM. The project was not funded last biennium. The State College System is exploring a comprehensive system that would include student information, financial capabilities, and human resources information. The State College System has released an RFP. Bids (Sunguard, People Soft and Datatel) have been received and are currently being reviewed. The Student Information System was on the agenda for the State College Board meeting on Friday, September 14. The goal is to have an enterprise system from a single provider by December 11, 2007. The estimated budget for the project is $6-10 million. The University of Nebraska and the State College representatives have been in discussions and are collaborating on the RFP and data warehouse. They will also look at other options for collaboration.

PROJECT REVIEW REPORTS - UNIVERSITY OF NEBRASKA-STUDENT INFORMATION SYSTEM. The University of Nebraska is facing the same situation in that the University Student Information System will no longer be supported after 2011. A steering committee has been meeting regularly to discuss this issue. The budget is estimated at $30 million dollars of which $15 million is a one-time cost. The University of Nebraska will submit a deficit budget request. In addition to a deficit request, another option being explored is to introduce a special project bill. The University cannot operate without a student information system. An RFP has been released to obtain a consultant to conceptualize the

overall project. Bids have been submitted. Vendors were charged with the following priorities: benefit to campus, cost effectiveness, and merging data from all three campuses. The bidders will be making presentations on Friday. The consultant will also determine if there's one vendor that could accommodate UN needs or if a RFP should be released to select from several vendors. The University's Board of Regents will make the final decision. Implementation would involve all campuses and continued communications will occur with the State College System to assure collaboration of efforts wherever possible. Until funded, the University will attempt to make continued progress by using reallocated dollars.

Commissioner Flanagan posed a question regarding the I.T. project proposal budget process and what role does the NITC play in these types of situations.

Ms. Decker explained that since the projects were not funded, it is unclear whether the agencies need to give the NITC any updates. Mr. Weir also stated that the Legislature passed resolutions LR 170 and LR 171 to review the University of Nebraska and the State College projects and that the projects will be submitting deficit budget requests. Until then, the projects will provide regular updates to the NITC via the Technical Panel.

OTHER BUSINESS

The Nebraska Digital Government Summit will be held on November 8 at the Embassy Suites. It is free to state agency personnel. Commissioners will receive an invitation.

NEXT MEETING DATE AND TIME AND MEETING ADJOURNMENT

The next meeting will be held on Tuesday, November 27, 1:30 p.m. Video conference sites will be available.

Commissioner Flanagan moved to adjourned. Commissioner Peterson seconded. All were in favor. Motion carried.

The meeting was adjourned at 11:08 a.m.

Meeting minutes were taken by Lori Lopez Urdiales and reviewed by Office of the CIO staff.